

STATE BANK

& Trust Company
EEO is the Law

Client Care Specialist –Client Relationship Representative **Atlanta, GA**

Summary

The Client Care Specialist/CRR provides retail and commercial clients full time online banking support via the internet, telephone, email, etc. and opens and closes accounts including CD's & IRA's.

Functions

- Customer Support (Retail and Commercial) - Works with customers (internal & external) via telephone, email, secure mail, etc. Accepts ownership of all customer inquiries and track these to resolution. All inquiries must be resolved within a timely manner and tracked to 100% completion.
- Fulfillment – Assist with daily fulfillment tasks including but not limited to the processing of online applications, bill pay exception items, remote deposit exception items, and ACH exception items.
- Cross Sell Support - Assists in the development of cross sell initiative and leads Client Care in these efforts.
- Project Management – Evaluates department/customer needs and assist in the selection and implementation of support applications.
- Open/closes personal and commercial accounts, IRA's CD's and other account types.
- Internal Control - Assists in developing policies and procedures and audit type parameters for daily processes.
- Quality Assurance – Assists in the development of a Quality Assurance program and ongoing efforts to improve our quality of service.
- Training – Assist with training efforts. (i.e. customer support, cross sell, fraud detection, etc.)
- Cash Management Customer Review – Assists with the annual audit of our Cash Management customers.

Education

- Bachelor's degree (B. A.) from four-year college or university.
- Client support background; Online banking experience; Cash Management/Treasury Services experience preferred; Operations background preferred.
- Proven experience at a mid-size to large financial services company with an historically sound reputation and brand, robust growth, with leading deposit products, payment systems, treasury services, and preferably, alternative delivery channels.
- Competent with Microsoft office products (Word, Excel, PowerPoint). Access and Visio preferred.

Visit our website www.statebt.com to apply for all positions you may qualify for

Employment at Will

Employment with State Bank & Trust is "at-will." This means that you or the Bank may terminate your employment at any time with or without notice or cause.

Employment Eligibility Verification

Employees are required to present proof of identity and eligibility to work in the U.S. State Bank participates in E Verify.